



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	Customer Service Representative I
3	Posting Number	PN# 111513
4	Department	Houston Airport System
5	Division	Finance
6	Section	Ground Transportation
7	Reporting Location	5050 Wright Rd.*
8	Workdays & Hours	Varied, normally M-F*
*Subject to change		

- 9DESCRIPTION OF DUTIES/ ESSENTIAL FUNCTIONS
- Assists walk-in customers with various inquiries as it relates to applying for and receiving airport use permits. Researches and analyzes paperwork, reviews accounts, and communicates with customers to resolve customer problems and inquiries. Provides information on changes and ordinances. Uses effective questioning techniques to verify/confirm customer is registering in the proper classification. Communicates in person and via telephone to provide customers information relating to their permits and billings. Drafts correspondence relating to permit issuance and deficiencies in application submission. Distributes registration forms, ordinance copies, and instructions to customers. Performs data entry activities to record information and prints reports and re-registration application forms as required. Maintains files and performs other duties as required.
- 10WORKING CONDITIONS
- Performing these duties will involve: the ability to visually observe and differentiate details and colors; stand and sit for extended periods; lift, pull or push physical objects up to twenty (20) pounds; operate city vehicles; attend to details amid distractions; analyze abstract information; adjust to interruptions and changes; work at computer terminal for extended periods; and deal with people in tense situations. Must be willing and available to work all shifts, including rotation, weekends and holidays. Must be able to obtain and maintain security clearances.
- 11MINIMUM EDUCATIONAL REQUIREMENTS
- High School Diploma or a GED certificate
- 12MINIMUM EXPERIENCE REQUIREMENTS
- Six (6) months of administrative or customer service related experience is required.
- 13MINIMUM LICENSE REQUIREMENTS
- Valid Class C Texas driver's license and compliance with city's policy on driving (AP 2-2).
- 14PREFERENCES
- Strong customer service skills assisting persons from all backgrounds and cultures. Strong computer skills working with word processing and spreadsheet applications. Detail-oriented person.
- 15SELECTION/SKILLS TEST REQUIRED
- Application review and/or interview.
- 16SAFETY IMPACT POSITION
- ☐ Yes

☒ No
- If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.
- 17SALARY INFORMATION
- Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:
- Salary Range - Pay Grade 13

\$824.00 – \$989.00 Biweekly

\$21,424.00 - \$25,714.00 Annually
- 18OPENING DATE
- JUNE 28, 2006
- 19CLOSING DATE
- JULY 5, 2006
- 20APPLICATION PROCEDURES
- Only original applications, resumes and online submissions are accepted for Houston Airport System jobs, and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor or for advanced consideration submitted online at:
www.fly2houston.com
Our TDD (Telephone Device for the Deaf) phone number is 713.837.9471. Candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.
"If you need special services or accommodation, please call 281.233.1515." The Houston Airport System Human Resources TDD phone number is 281.233.1862.